

Health Complaints Received by Subject 2017-18

Subject	Lanarkshire NHS Board Area							Sector Total	Rank	Complaints as % of total
	Lanarkshire NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services	Total	Rank	Complaints as % of total			
Clinical treatment / diagnosis	59	1	12	1	73	1	62.39%	870	1	62.01%
Appointments / Admissions (delay / cancellation / waiting lists)	11	0	1	0	12	2	10.26%	87	3	6.20%
Communication / staff attitude / dignity / confidentiality	3	0	4	0	7	3	5.98%	112	2	7.98%
Policy / administration	2	1	1	0	4	4=	3.42%	62	5	4.42%
Nurses / nursing care	4	0	0	0	4	4=	3.42%	28	6	2.00%
Admission / discharge / transfer procedures	3	0	0	0	3	6	2.56%	25	7	1.78%
Complaints handling	2	0	0	0	2	7	1.71%	63	4	4.49%
Record keeping	1	0	0	0	1	8=	0.85%	6	11	0.43%
Hygiene / cleanliness / infection control	1	0	0	0	1	8=	0.85%	3	13=	0.21%
Appliances / equipment / premises	1	0	0	0	1	8=	0.85%	2	15=	0.14%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	0	-	0.00%	21	8	1.50%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	0	-	0.00%	10	9	0.71%
Other	0	0	0	0	0	-	0.00%	7	10	0.50%
Continuing care	0	0	0	0	0	-	0.00%	4	12	0.29%
Hotel services - food / laundry etc	0	0	0	0	0	-	0.00%	3	13=	0.21%
Adult Social Work Services (where not covered by HSCP)	0	0	0	0	0	-	0.00%	2	15=	0.14%
Subject unknown	8	0	1	0	9	-	7.69%	94	-	6.70%
Out of jurisdiction	0	0	0	0	0	-	0.00%	4	-	0.29%
Total	95	2	19	1	117		100.00%	1 403		100.00%

Complaints as % of total

8.34%

100.00%

Subject	Lanarkshire NHS Board Area						Sector Total	Rank	Complaints as % of total
	Dentists & Dental Practices	GP & GP Practices	Lanarkshire NHS Board	Total	Rank	Complaints as % of total			
Clinical treatment / Diagnosis	1	16	83	100	1	78.7%	1017	1	71.9%
Appointments / Admissions (delay / cancellation / waiting lists)	0	0	10	10	2	7.9%	85	3	6.0%
Communication / staff attitude / dignity / confidentiality	0	1	7	8	3	6.3%	106	2	7.5%
Complaints handling	0	0	3	3	4=	2.4%	39	5	2.8%
Nurses / Nursing Care	0	0	3	3	4=	2.4%	27	6	1.9%
Policy / administration	0	0	2	2	6	1.6%	47	4	3.3%
Other	0	0	1	1	7	0.8%	15	8=	1.1%
Lists (incl difficulty registering and removal from lists)	0	0	0	0	-	0.0%	18	7	1.3%
Admission / discharge / transfer procedures	0	0	0	0	-	0.0%	12	11	0.8%
Failure to send ambulance / delay in sending ambulance	0	0	0	0	-	0.0%	10	12	0.7%
Appliances / equipment / premises	0	0	0	0	-	0.0%	3	13=	0.2%
Continuing care	0	0	0	0	-	0.0%	3	13=	0.2%
Subject Unknown	0	0	0	0	-	0.0%	16	-	1.1%
Total	1	17	109	127	-	100.0%	1414	-	100.0%

Complaints as % of total

8.98%

100.00%

Health Complaints Determined by Outcome 2017-18

Stage	Outcome Group	Lanarkshire NHS Board Area				Total	Sector Total	
		Lanarkshire NHS Board	Dentists & Dental Practices	GP & GP Practices	Pharmacists & Pharmacy Services			
Advice	Not duly made or withdrawn	18	0	1	0	19	256	
	Out of jurisdiction (non-discretionary)	0	0	0	0	0	2	
	Outcome not achievable	0	0	0	0	0	1	
	Premature	8	0	3	0	11	242	
	Total	26	0	4	0	30	501	
Early Resolution	Not duly made or withdrawn	5	0	1	0	6	62	
	Out of jurisdiction (discretionary)	3	0	0	0	3	52	
	Out of jurisdiction (non-discretionary)	2	0	0	1	3	32	
	Outcome not achievable	0	0	2	0	2	36	
	Premature	2	1	0	0	3	59	
	Proportionality	16	0	3	0	19	195	
	Resolved	0	0	1	0	1	14	
	Total	28	1	7	1	37	450	
	Investigation	Fully upheld	14	0	0	0	14	120
		Some upheld	14	0	0	0	14	141
Not upheld		15	1	13	0	29	172	
Not duly made or withdrawn		0	0	0	0	0	6	
Resolved		0	0	0	0	0	1	
Total		43	1	13	0	57	440	
Total Complaints		97	2	24	1	124	1,391	

<i>Total Premature Complaints</i>	10	1	3	0	14	301
<i>Premature Rate</i>	10.3%	50.0%	12.5%	0.0%	11.3%	21.6%

<i>Total Investigation Decisions</i>	43	1	13	0	57	433
<i>Total Upholds</i>	28	0	0	0	28	261
<i>Uphold Rate</i>	65.1%	0.0%	0.0%	-	49.1%	60.3%

Old Uphold Rate Calculation

<i>Total Cases 'Fit for SPSO'</i>	43	1	13	0	57	440
<i>Total Upholds</i>	28	0	0	0	28	261
<i>Uphold Rate</i>	65.1%	0.0%	0.0%	-	49.1%	59.3%

Health Complaints Determined by Outcome 2016-17

Stage	Outcome Group	Lanarkshire NHS Board Area				Total	Sector Total
		Dentists & Dental Practices	GP & GP Practices	Lanarkshire NHS Board	Opticians		
Advice	Not duly made or withdrawn	0	0	24	0	24	312
	Premature	0	0	11	0	11	242
	Total	0	0	35	0	35	554
Early Resolution	Not duly made or withdrawn	0	3	3	0	6	68
	Out of jurisdiction (discretionary)	0	0	5	0	5	58
	Out of jurisdiction (non-discretionary)	0	0	2	0	2	20
	Outcome not achievable	0	2	3	0	5	47
	Premature	0	1	4	0	5	54
	Proportionality	1	1	13	0	15	113
	Resolved	0	0	3	0	3	12
	Total	1	7	33	0	41	372
Investigation	Fully upheld	0	0	8	0	8	129
	Some upheld	0	2	10	0	12	131
	Not upheld	0	3	12	1	16	235
	Not duly made or withdrawn	0	0	2	0	2	11
	Outcome not achievable	0	0	0	0	0	1
	Total	0	5	32	1	38	507
Total Complaints		1	12	100	1	114	1,433

<i>Total Premature Complaints</i>	0	1	15	0	16	296
<i>Premature Rate</i>	0.0%	8.3%	15.0%	0.0%	14.0%	20.7%

<i>Fit for SPSO Total (Investigations)</i>	0	5	32	1	38	507
<i>Total Cases Upheld / Some Upheld</i>	0	2	18	0	20	260
<i>Uphold Rate (total upheld / total fit for SPSO)</i>	-	40.0%	56.3%	0.0%	52.6%	51.3%

Prison Health Care Complaints Received by Authority 2017-18

Subject	Lanarkshire NHS Board	Sector Total
Admission / discharge / transfer procedures	0	1
Appointments / Admissions (delay / cancellation / waiting lists)	1	8
Clinical treatment / diagnosis	4	85
Communication / staff attitude / dignity / confidentiality	1	2
Complaints handling	0	2
Nurses / nursing care	0	1
Other	0	1
Total	6	100

Prison Health Complaints Closed by Outcome and Authority 2017-18

Stage	Outcome Group	Lanarkshire NHS Board	Sector Total
Advice	Not duly made or withdrawn	0	24
	Premature	2	39
	Total	2	63
Early Resolution	Not duly made or withdrawn	0	6
	Out of jurisdiction (discretionary)	1	2
	Out of jurisdiction (non-discretionary)	1	5
	Premature	0	3
	Proportionality	2	13
	Total	4	29
Investigation	Fully upheld	1	3
	Some upheld	0	3
	Not upheld	0	10
	Not duly made or withdrawn	0	2
	Total	1	18
Total Complaints		7	110

Prison Health Care Complaints Received by Authority 2016-17

Subject	Lanarkshire	Sector Total
Appointments / Admissions (delay / cancellation / waiting lists)	0	3
Clinical treatment / Diagnosis	7	132
Communication / staff attitude / dignity / confidentiality	1	4
Complaints handling	0	5
Nurses / nursing care	0	1
Policy/administration	0	2
Total Complaints	8	147

Prison Health Complaints Closed by Outcome and Authority 2016-17

Stage	Outcome Group	Lanarkshire	Sector Total
Advice	Not duly made or withdrawn	2	34
	Premature	1	54
	Total	3	88
Early Resolution	Not duly made or withdrawn	0	13
	Out of jurisdiction (non-discretionary)	0	2
	Outcome not achievable	0	3
	Premature	3	12
	Proportionality	0	8
	Resolved	1	2
	Total	4	40
Investigation	Fully upheld	0	5
	Some upheld	0	4
	Not upheld	1	16
	Not duly made or withdrawn	0	1
	Total	1	26
Total Complaints		8	154